



Ethical Policy

1.0 Purpose

Goldcrest Cleaning Limited is committed to responsible business behaviour. This governs the way we interact with our customers, employees, business partners and the setting in which we operate, including society, local communities, and the environment.

The Company's reputation, together with the trust and confidence of those with whom it deals, is one of its most valuable assets. It is therefore essential that all employees accept responsibility for maintaining Goldcrest Cleaning Limited excellence in this area.

Goldcrest Cleaning Limited business values, which include Integrity and Responsibility, must underpin all that we do. The policies that we have in place, which provide guidance on the ethical standards by which we operate, must be adhered to. This code is not expected to cover every ethical circumstance so we ask employees to seek advice from their Area Manager/Senior Management if they are in any doubt.

2.0 Our Customers

We believe that integrity in dealing with customers is a prerequisite for a successful and sustained business relationship. This principle governs all aspects of our approach. We value our customers and the trust that they place in us. We will safeguard the information provided to us by our customers in accordance with relevant laws and contractual commitments. We are honest about the services we provide and would never intentionally misrepresent these.

3.0 Our Business Partners

We are committed to establishing mutual trust and mutually beneficial relations with our business partners e.g. suppliers, banks, collaborative associates, etc. In our business dealings, we expect our partners to respect our business principles and in turn, we respect theirs. Protecting intellectual property would be an example of this

4.0 Our Employees

Relations with our employees are based on respect. We are committed to a working environment where there is mutual trust and respect and where everyone is accountable for their own actions and believes themselves to be responsible for the performance and reputation of our Company.

We aim to recruit, employ and promote employees on the sole basis of their ability and are committed to developing and enhancing each employee's skills and capabilities. Our policies are designed to provide employees with safe and healthy working conditions and practices, and to enable everyone to work free from discrimination, harassment or bullying of any kind.

In return, we expect our employees to act with integrity and maintain high ethical standards.

5.0 Conflicts of Interest

The receipt of gifts or favours can give rise to embarrassing situations and may be unlawful. Employees must not compromise either themselves or the Company in the conduct of Company business.

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If an employee receives a gift or offer of hospitality their Area Manager must be notified to ensure that acceptance is appropriate.

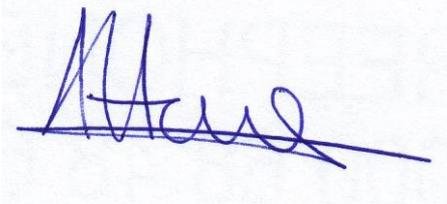
Employees cannot engage in an activity for personal gain that is in conflict with the Company's business interests or applicable law, and must disclose to the Company any personal interest, or interests of their immediate family that could create a potential conflict of interest.

6.0 The Environment

Goldcrest Cleaning Limited are committed to making continuous improvements in the management of our environmental impact as part of our goal of developing a sustainable business. Indeed, many of our products support our customers in doing this. We work to promote environmental care and awareness, with emphasis on the need to reduce energy consumption and waste production. Action being taken includes using environmentally friendly cleaning materials, reducing the number of cleaning products and recycling of packaging.

7.0 Authorisation

The authority for this policy is vested in the Managing Director.

A handwritten signature in blue ink, appearing to read "Alan Jones", is written over a horizontal line.

Alan Jones
Managing Director

Document Control

A hard copy of this policy is kept at Head Office.